

PRESENTED BY



PLDT
Enterprise

**LAST ONE
STANDING
& LAST ONE
SMILING**
- BPO -
SHARED
SERVICES

ASIA BPM FORUM²⁰²²

THE BPO | SHARED SERVICES EVENT

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THURSDAY, MARCH 24 - 10:30AM - 12:00PM
STREAMING LIVE VIA **ASIA CEO FORUM FACEBOOK PAGE**

Event Program

10:30 | Invocation

10:35 | Introduction – Richard Mills



10:40 | **Mitch Locsin**

***FVP & Head of Enterprise International & Carrier Groups
PLDT***

PRESENTER: Mitch has many years of BPO/IT management experience and was the Executive Director of the Business Processing Association of the Philippines (BPAP). With PLDT, he has focused on serving the Outsourcing and Offshoring industry, and the small and medium business group of the organization. Mitch was awarded the Philippine ICT individual Contributor of the Year in 2008 by the ICT International Awards for outstanding achievements to the nation.

*Asia BPM Forum 2022
Last One Standing and Last One Smiling.*





10:50 | **Lorenzo Luis Gallardo**

Head, Corporate Accounts
Insular Life

PRESENTER: Lorenzo has spent his entire 22 year career with InLife and is responsible for managing relationships with large enterprises. InLife is the first and largest Filipino owned life insurance company.



11:00 | **Rommel Regino**

Head Global Operations and Sales
Inspiro

PRESENTER: Rommel oversees roughly 5,000 employees across the Asia-Pacific region. He leads strategic initiatives including process improvement, people development, client relationships, business delivery, project implementation and quality. He was previously Head of Voice for ANZ Global services, and CEO of WNS GS Philippines. As Senior Director for Operations at Sykes Asia, Inc., he was instrumental in growing the business from just 400 to over 9,000 people.





11:10 | **Nick Sinclair**

**Founder & CEO
TOA Global**

PRESENTER: Nick is considered a world leader in accounting outsourcing. His company helps more than 600 accounting firms across Australia, New Zealand, the US and Canada. TOA Global has grown quickly in the Philippines and employs 2,000 staff. He has trained thousands accountants and book-keepers through his Ab2 Institute of Accounting. Nick is a sought after speaker for the global accounting industry and has been featured in Accountants Daily, Public Accountant, The Financial Observer, and many others.



11:20 | **Ivic Mueco**

**Managing Director - Philippines
Optum Global Solutions**

PRESENTER: Ivic leads the nation's largest healthcare information systems providers with 20,000 employees. She is also responsible for operations in Colombia and Puerto Rico. Ivic is one of the region's most senior BPO/Shared Services leaders. Previously, she was President of Convergys for the Asia-Pacific region where she managed 40 operating sites with 67,000 team members across the Philippines, India, Malaysia and China.





11:30 | **Andrew Hume**

CEO
Probe Group

PRESENTER: Andrew has disrupted the industry over the past few years. His company's acquisition of outsource providers Stellar, Microsourcing and Beepo has dramatically changed valuations and scale in the sector. His company was recently acquired by KKR, one of the world's largest and highest profile private equity firms. Andrew was previously CEO of Aegis Australia and Salmat.



11:40 | **Jack Madrid**

President & CEO
IT & Business Process Association of the Philippines (IBPAP)

PRESENTER: Jack has 20+ years experience leading strategy, digital innovation and business transformation diverse organizations in Southeast Asia and Canada. He leads the association that is the nation's driving force to develop the exploding BPO/Shared Services industry. He had previous senior leadership roles with Dell, Yahoo Southeast Asia, MTV Asia, Naspers and the Ayala Corporation. Jack is a graduate of the Wharton School of the University of Pennsylvania.

